

- DCSE cannot make any arrearage determination on cases and can only make limited adjustments on cases for which an application has not been received.
- DCSE cannot close a case in which no application for services has been made without authorization from the court.
- DCSE cannot initiate a review of the obligation amount if your financial circumstances change without an application for services.

While our goal is to provide the best possible services to all citizens, please be aware that without an application for services, DCSE can only provide limited payment processing services.

If you decide to apply for services, please note:

### **SPOUSAL SUPPORT**

DCSE cannot enforce a spousal support order unless there is also child support owed and one of the parties has applied for DCSE services.

If your order is for spousal support only and the court has sent a Payroll Deduction Order to an employer directing that the deductions be sent to DCSE, DCSE will process those payments in compliance with federal and state requirements, but cannot take any actions to enforce, change or stop the order.



## **IMPORTANT CHILD SUPPORT INFORMATION**

**PLEASE READ THIS IF A COURT HAS  
ORDERED CHILD SUPPORT TO BE  
DEDUCTED FROM THE  
NONCUSTODIAL PARENT'S WAGES!**

Virginia law requires the court to order child support payments collected by Payroll Deduction Order to be sent to the Division of Child Support Enforcement (DCSE). If you have not applied for DCSE enforcement services, it is very important that you make sure DCSE has a copy of the Payroll Deduction Order. Without a copy, DCSE cannot disburse payments to you.

The order can be faxed to **804-692-1487** or mailed to:

**DCSE Central Registry  
Virginia Department of Social Services  
7 N. Eighth Street  
Richmond, Virginia 23219**

**Once DCSE receives a copy of the Payroll Deduction Order, or a court order directing payments through DCSE, a case will be established for you in DCSE's computer system for the purpose of disbursing child support monies received. Both the custodial and noncustodial parents will be sent a notice that will include the DCSE case number, along with an application packet.**

Either Parent/Guardian may apply for DCSE enforcement services. DCSE can provide a full range of services to eligible applicants, including enforcement, and there is no fee for DCSE services. To obtain an application, call **1-800-468-8894** or visit the DCSE website at **[www.dcse.dss.state.va.us](http://www.dcse.dss.state.va.us)**. Without an application for services, DCSE is limited to only processing payments.

Automated payment information is available 24 hours a day, 7 days a week.

To obtain information about payments credited to your account, please call 1-800-468-8894. You can also obtain payment information from the DCSE website at [www.dcse.dss.state.va.us](http://www.dcse.dss.state.va.us), under the "Your DCSE Case Information" option. You will need your DCSE case number and the last 4 digits of your Social Security Number to access your payment information by phone or through the website.

#### DCSE Payment Processing:

DCSE processes payments according to federal and state requirements.

This means:

- DCSE must have a copy of the Payroll Deduction Order or the order directing payments through DCSE to be able to establish a child support case and disburse payments to a custodial parent.
- DCSE must prorate (divide) any payment received among all of a noncustodial parent's child support obligations, so you may not receive the full amount of support you are due. This will occur whether or not you apply for DCSE services.

- DCSE credits and disburses payments for established cases within 2 business days of receiving the payment if the payment includes the payor's Social Security Number on the payment. Remember that DCSE must have a copy of the Payroll Deduction Order or order for support to be able to disburse any payments if no application for services has been received.
- DCSE can deposit support payments directly into the custodial parent's bank account with proper advance authorization. To obtain a direct deposit application, call 1-800-468-8894 or visit the DCSE website at [www.dcse.dss.state.va.us](http://www.dcse.dss.state.va.us) and select the Forms and Applications menu option. Direct deposit is not available to recipients of Temporary Assistance for Needy Families.

#### Other Information You Should Know:

- DCSE cannot initiate actions to collect support without an application. This means that if a noncustodial parent changes jobs and DCSE does not have an application for services, only the court can send a new Payroll Deduction Order.
- DCSE cannot change the amount of a noncustodial parent's obligation or the amount of the Payroll Deduction Order unless one of the parties has applied for DCSE services.
- DCSE will update a mailing address if the request is submitted in writing. DCSE will provide a copy of the address change request to the court as well. It is important that you keep DCSE and the court informed of your current address.
- DCSE will provide a record of payments received and credited upon written request. Please write to the address listed on the front of this brochure. Please allow 10 business days to receive the requested information.